

Reservationless Plus[®] User Guide

When you need to host weekly recurring meetings or organize a last minute meeting, our Reservationless-Plus conferencing efficiently allows you to bring people together to help you meet your business objectives and succeed.

Reservationless-Plus is a reliable solution that does not require reservations or operators. You have the ability to control your conference commands with a touch of a button from your telephone keypad. You receive customizable features and you can select from English, Spanish or Portuguese for your system prompts. In addition, use the Teleconferencing Center to manage your account and conference calls online.

What You Can Expect:

With our Reservationless-Plus conferencing you will receive a simple and convenient solution to create better connections.

Consistency: Receive permanent dial-in information for all of your calls

Convenience: No reservations, operators or time limits

Ease-of-Use: Control your conference commands from your telephone keypad

Customization: Tailor all of your calls or just one call to your needs

Effectively Connecting People: Bring together your participants for a variety of meetings.

Organize weekly status meetings

Arrange sales meetings with employees and prospects

Link cross-functional teams from around the world

Gather participants for a last-minute meeting

Reservationless-Plus provides an on-demand audio conferencing solution allowing you to initiate a conference call 24/7 without the need to make a reservation or rely on an operator.

Starting a Reservationless-Plus® Conference Call

Give your participants the date and time of your conference call, your dial-in number, conference code, security passcode, if this option is enabled.

At the specified time, dial your Reservationless-Plus dial-in number.

When prompted, enter your conference code followed by #.

When prompted, press * to identify yourself as the leader, then enter your leader PIN followed by #.

Press 1 to begin your conference or press 2 to change your default conference options.

If the security passcode option is enabled you will be prompted to enter the passcode at this time.

Joining a Reservationless-Plus® Conference Call

At the specified time, dial your Reservationless-Plus dial-in number.

When prompted, enter your conference code followed by #.

Telephone Keypad Commands Control your conference call with a touch of a button on your telephone keypad.

| | |
|---------|---|
| *0 | Operator assistance - conference |
| 00 | Operator assistance - individual |
| *1 | Dial-out to a participant - leader only |
| *2 | Begin/end conference record - leader only |
| *3 | Change entry/exit method (recorded names, tones, silence) - leader only |
| *4 | Private roll call |
| *5 / #5 | Mute/unmute all lines except leader's - leader only |
| *6 / #6 | Mute/unmute your own line |
| *7 / #7 | Lock/unlock conference (including operator) - leader only |
| *8 | Allow/disallow conference continuation - leader only |
| *# | Private participant count |
| ** | List available keypad commands |

Please Note: The above commands may not be enabled on your account.



Sometimes it is impossible to bring everyone together for a conference, so we have features that let you archive your conference for people who are unable to attend your meeting. Record & Playback digitally records your Reservationless-Plus conference call for participants who were unable to attend or for those who would like to listen to it again. For easy, 24/7 availability, the recording can be accessed on the Internet or by dialing a toll-free number. You may also purchase a CD, downloadable link or a transcription of your recording.

Record a Conference Call Use these step-by-step instructions to successfully record your conference call to ensure everyone receives your message.

Starting a Recording

Once your conference begins, press *2 on your telephone keypad to start a recording.

When prompted, press 1 to confirm that you would like the recording to begin.

Your conference is being recorded once you hear, 'The conference is now being recorded.'

Ending a Recording

Press *2 to end your recording.

When prompted, press 1 to confirm that you would like the recording to end.

Your recording will end once you hear, 'This conference is no longer being recorded.'

Playback a Recording Detailed playback instructions will be automatically emailed to you within one hour after the end of your conference. You can choose to playback your recording over the Internet or by telephone. Your recorded conference is available for playback for a period of 30 days.

Playback Keypad Commands

| | |
|---|--|
| 3 | Fast forward 30 seconds |
| 7 | Rewind 30 seconds |
| # | Pause 30 seconds (or until any key is pressed) |
| * | Exit recording |

Post Conference Emails

Would you be interested in having a record of who attends your Reservationless-Plus conferences? Like to find out who logged on to the web moderator during your last call? Reservationless-Plus Post Conference Emails are just what you've been looking for.

Reservationless-Plus Post Conference Emails from InterCall® give you a simple way to track your Reservationless-Plus call participants so that you can have a record of who heard what within a few minutes of the call's completion. The email arrives in an integrated format allowing you to see who was on the phone and/or who was on the web in one document.

Here Are A Few Ways Reservationless-Plus Post-Conference Emails Can Work for you:

- Keep an attendance roster of your important team conference calls
- Receive a follow-up call list immediately following a call with potential customers
- Compare the people shown on the email with your invited participant list to see who missed your message
- Keep track of your total conferencing minutes to anticipate your call's budget

Reservationless-Plus Post-Conference Email Features:

Participants on the Phone — For conferences in which participants connect to a Reservationless-Plus SM call via the phone, the email contains a list of the number of participants who were on the phone, the phone numbers from which they dialed into the conference, their connect and disconnect times and the total number of minutes they were on the call.

Participants on the Web — For conferences in which participants connect to a Reservationless-Plus SM call via the web moderator, the email contains a list of the number of participants who were on the web, their email addresses, their log on and log off times and the total number of minutes they were on the moderator.

Editable Information — The call Leader can edit the names of participants on the phone by logging onto the call using the Reservationless-PlusSM web moderator. The information entered will replace the general "Participant" listing in the email's "on the phone" table.

The Reservationless-PlusSM Post Conference Email is available for a small monthly fee. Please contact your sales representative for details. To turn the email on or off, simply follow these steps:

1. Go to www.reservationless-plus.com
2. Click on the "Manage Your Account" button and log in using your Conference Code or Owner Number and Leader PIN.
3. Click on "Edit Leader Profile"
4. The Reservationless-PlusSM Post Conference Emails are controlled by the radio buttons at the very bottom of this page.

